



OFFICIAL RESPONSES TO VENDOR QUESTIONS RFA-2020-DEHS-01-STATE

| No. | Question | Answer |
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| 1. | Section 1, Request for Services Is it possible for agencies to go to Southwestern Community Services for assistance with any of the forms we don't understand, or would we come to you? | Questions regarding the RFA must be sent to the Procurement Coordinator identified in Section 3, Application Process, Subsection 3.3 Application Submission Deadline. |
| 2. | Section 1, Request for Services, Subsection 1.1, Purpose and Overview, Paragraph 1.1.1, Subparagraph 1.1.1.2 a) Can a case management only application be case management in a program other than emergency shelter? b) Does this include individuals in a Transitional Living Program or Outreach Program? | a) Yes. b) Yes. |
| 3. | Section 1, Request for Services, Subsection 1.2, Scope of Services Can seasonal shelters apply for funding? | Yes. However, reimbursement of services would only be for times in which services are provided to people. |
| 4. | Section 1, Request for Services, Subsection 1.2, Scope of Services, | See Addendum #1 |



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| | Paragraph 1.2.1.3. Please confirm the Exhibit in which the information regarding Operation of Facilities is located. | |
| 5. | Section 1, Request for Services, Subsection 1.2, Scope of Services, Paragraph 1.2.2 Can we apply for SGIA funding if our organization does not provide case management services in the strict sense of the term but we do provide the assistance outlined in Paragraph 1.2.2? of the RFA? | Yes. |
| 6. | Section 1, Request for Services, Subsection 1.2, Scope of Services a) Is it the Bureau's intention to only award contracts to short-term emergency shelter programs? b) Are transitional shelter programs eligible to apply for SGIA funds? | a) No. The term 'emergency' used in state rules and policies include transitional housing services. b) Yes. |
| 7. | Section 1, Request for Services, Subsection 1.2, Scope of Services, Paragraph 1.2.2.2 Is there a specific format or criteria for the individualized plan? | There is no specific format in which individualized plans must be developed. The criteria for individualized plans is dependent upon each participant's needs as assessed in Subparagraph 1.2.2.1. |
| 8. | Section 1, Request for Services, Subsection 1.2, Scope of Services, | Yes, with client permission. |



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| | <p>Paragraph 1.2.2.3 through 1.2.2.6 Are case notes sufficient to document the assistance provided in the various areas indicated in these areas?</p> | |
| 9. | <p>Section 1, Request for Services, Subsection 1.2 Scope of Services, Paragraph 1.2.3.3. Can a specialty shelter that allows individuals in need to access treatment if they are actively using alcohol or drugs, but does not allow those that are actively using to stay at our shelter access funding through this RFA?</p> | <p>To be eligible for this funding, a program need not allow participants to use drugs or alcohol on site. However, the shelter cannot discharge individuals for failing a drug test and must shelter them that night/day safely, regardless of drug test results.</p> |
| 10. | <p>Section 1, Request for Services, Subsection 1.2, Scope of Services, Paragraph 1.2.3, Subparagraph 1.2.3.1, Part 1.2.3.1.1</p> <p>a) Does the Department's definition of a Housing First approach require that shelters do not mandate participation in case management and associated plans?</p> <p>b) Does the Department's definition of a Housing First approach require that a family shelter continue to shelter active substance misusers and</p> | <p>a) The Department is following the HUD definition of Housing First, which states that access to housing should not have "preconditions and barriers to entry, such as sobriety, treatment or service participation requirements". https://www.hudexchange.info/resources/documents/Housing-First-Permanent-Supportive-Housing-Brief.pdf</p> <p>b) A positive drug or alcohol test should not be a condition of eligibility at a shelter. Illegal drug use on site, or intoxication that causes a safety problem are different, and can be cause for denial of services.</p> |



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| | <p>intoxicated individuals?</p> <p>c) A shelter accepts any family into the program, regardless of substance misuse status. It clearly has a low barrier to entry. However, it requires that families do not use illegal substances or become intoxicated during their stay in the shelter due to the presence of many other children and the need for parental supervision of children while in the shelter. Is this requirement considered noncompliance with a Housing First approach by BHS?</p> <p>d) Section 1.2.3.1.1 states that emergency shelter services must be in accordance with the Housing First Approach. Our mission is to meet human need without discrimination; we work diligently with those in our community to provide services in-line with the continuum of care. We are currently a dry shelter, but understand the importance and success behind the Housing First Approach. As we transition internal policy to more accurately reflect the services we provide, are we</p> | <p>c) A positive drug or alcohol test should not be a condition of eligibility at a shelter. Illegal drug use on site, or intoxication that causes a safety problem are different, and can be cause for denial of services.</p> <p>d) No. The Department would be able to meet individually with any program that is working to update their policies and procedures to be in alignment with Housing First practices.</p> |



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| | <p>restricted to a timeline set forth by the state?</p> <p>e) A family shelter requires that families participate in their case plan during their stay in the shelter. Is this considered noncompliance with a Housing First approach by BHS for the purposes of this proposal? Examples Several families arrived at the shelter with income and savings. The families did not complete applications for apartments that the shelter identified with them. The families did not visit potential apartments. The families refused to participate in the housing search in any way or complete the housing identification process.</p> | <p>e) Yes. "Supportive services are voluntary, but can and should be used persistently to engage participants." https://www.hudexchange.info/resources/documents/DR-H-Strategy-Use-Housing-First-Approach-in-Response-and-Recovery.pdf Supportive services should be offered often, but should not be a cause of discharge from a program.</p> <p>f) All agencies have their own policies and procedures and provide those to the SGIA program administrator for review. Those policies and procedures would be made clear to the client(s) in order to obtain essential services.</p> |
| 11. | <p>Section 1, Request for Services, Subsection 1.2, Scope of Services, Paragraph 1.2.3, Subparagraph 1.2.3.4</p> <p>Who will pay for the fees associated with HMIS use?</p> | <p>HMIS data entry is a requirement that must be met in order to be reimbursed at the all-inclusive reimbursement rate for services identified in Paragraph 1.3.3.3.</p> |
| 12. | <p>Section 1, Request for Services, Subsection 1.2 Scope of Services, Paragraph 1.2.4. Reporting</p> | <p>A case management only program should enter daily contacts/case management activities into HMIS.</p> |



| No. | Question | Answer |
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| | <p>Requirements. & Section 1, Request for Services, Subsection 1.3 Compensation & Contract Value, Paragraph 1.3.3.2</p> <p>For a Case Management only program, how is the number of clients served per day expected to be documented for reimbursement purposes under 1.3.3.2 and for reporting under 1.2.4?</p> | |
| 13. | <p>Section 1, Request for Services, Subsection 1.2 Scope of Services, Paragraph 1.2.4. Reporting Requirements</p> <p>a) Based on the Reporting Requirement section, on what basis will the Vendor's bed nights be calculated for the required monthly reports?</p> <p>b) Will the emergency shelter be expected to gather this data from HMIS to submit, or will the Department be providing a report template to complete??</p> | <p>a) Agencies must submit HMIS APRs with each invoice for reimbursement.</p> <p>b) HMIS</p> |
| 14. | <p>Section 1, Request for Services, Subsection 1.3, Compensation & Contract Value, Paragraph 1.3.3</p> <p>Can a shelter receive SGIA shelter money, if services are provided to an individual who must register as a sex</p> | <p>Yes. There are no funding limitations for people that must register as a sex offender.</p> |



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| | offender? | |
| 15. | <p>Section 1, Request for Services, Subsection 1.3, Compensation & Contract Value, Paragraph 1.3.3</p> <p>Please provide an example of how this would work with a family unit residing in a shelter (eg. Single parent with three children)?</p> | See Paragraph 1.3.3. One (1) parent with three (3) children would equal four (4) individuals per day. |
| 16. | <p>Section 1, Request for Services, Subsection 1.3 Compensation and Contract Value, Paragraph 1.3.3</p> <p>Please explain how the Department sees the length of time for a client for billing purposes.</p> | See Paragraph 1.3.3. There is no per client time limit. |
| 17. | <p>Section 1, Request for Services, Subsection 1.3, Compensation & Contract Value, Paragraph 1.3.3</p> <p>Are there maximum or minimum income requirements for program participants?</p> | No. |
| 18. | <p>Section 1, Request for Services, Subsection 1.3, Compensation & Contract Value, Paragraph 1.3.2.</p> <p>Is the idea that the funds will be spent down as shelter and services are</p> | Yes. |



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| | provided until the funds are exhausted? | |
| 19. | <p>Section 1, Request for Services, Subsection 1.2, Scope of Services, Paragraph 1.2.3, Subparagraph 1.2.3.1 and Subparagraph 1.2.3.3</p> <p>Do Subparagraphs 1.2.3.1 & 1.2.3.3 apply to transitional shelters eligible for funding through this RFA?</p> | Yes. |
| 20. | <p>Section 1, Request for Services, Subsection 1.2, Scope of Services, Paragraph 1.2.3, Subparagraph 1.2.3.4</p> <p>Will HMIS entrance and exit dates be utilized to determine reimbursement for the number of days served?</p> | Yes. |
| 21. | <p>Section 1, Request for Services, Subsection 1.2 Scope of Services, Paragraph 1.2.4. Reporting Requirements.</p> <p>How will that data be used on a monthly basis?</p> | Data will be used to confirm reimbursement requests. |
| 22. | <p>Section 1, Request for Services, Subsection 1.3 Compensation & Contract Value</p> <p>Where in the RFA should the Agency request funding?</p> | See Subparagraph 1.3.2 and 1.3.3. The funds will be shared among all agencies selected through the RFA until the amount of funding available has been depleted. |



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| 23. | <p>Section 1, Request for Services, Subsection 1.3 Compensation & Contract Value</p> <p>Will there be an award amount to each vendor on the P-37 contract in the price limitation?</p> | Price limitations across all vendors will be \$3,500,000, which is the amount that will be reflected on the P-37s of selected vendors. |
| 24. | <p>Section 1, Request for Services, Subsection 1.3 Compensation & Contract Value</p> <p>Please confirm that agencies can utilize other sources of funding to provide emergency shelter and case management services for clients.</p> | The Department fully anticipates that agencies will braid funding from multiple sources to provide emergency shelter and case management services. |
| 25. | <p>Section 1, Request for Services, Subsection 1.3 Compensation & Contract Value, Paragraph 1.3.3, Subparagraph 1.3.3.2</p> <p>Is the reimbursement based on the total number of people in the family?</p> | Yes. |
| 26. | <p>Section 1, Request for Services, Subsection 1.3 Compensation & Contract Value., Paragraph 1.3.3, Subparagraph 1.3.3.2</p> <p>Can the funding for Case Management services be used for client direct</p> | Yes. |



| No. | Question | Answer |
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| | services? | |
| 27. | Section 1, Request for Services, Subsection 1.3 Compensation & Contract Value, Paragraph 1.3.3 Is the \$11 reimbursement rate for either providing just case management to an individual for one day, or for providing both shelter and case management to an individual for one day (night)? | The Department will reimburse selected vendors at a rate of \$11 per individual per day, regardless of the number of services that individual receives. |
| 28. | Section 1, Request for Services, Subsection 1.3 Compensation & Contract Value, Paragraph 1.3.3 Is the reimbursement based on calendar days, or only on days the organization is open and providing services? | Calendar days |
| 29. | Section 1, Request for Services, Subsection 1.3 Compensation & Contract Value, Paragraph 1.3.3 How does the Department expect agencies to support full time employees and items necessary to assist clients obtain permanent housing? | The state reimbursement for services through this RFA can be distributed by the agencies in any way that supports their program. |
| 30. | Section 1, Request for Services, Subsection 1.3 Compensation & Contract Value, Paragraph 1.3.3 | The rate has been set and approved according the state budget. The Department will be monitoring the program closely. However, there will be no increases to the rate at this time. |



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| | Can the \$11 per client per day reimbursement amount be increased? | Should there be a change in the rate due to over/under utilization, resulting contracts with vendors will be amended accordingly to accurately reflect the change in rate. |
| 31. | Section 1, Request for Services, Subsection 1.3 Compensation & Contract Value, Paragraph 1.3.3. Could the State provide an example of how a calculation will be used to determine reimbursement? | 10 beds filled for 30 nights or one month. <i>All entries are recorded into HMIS back-up.</i> 10 beds times 30 nights equal = 300 bed nights. 300 bed nights multiplied by the \$11.00 per bed equals an invoice request in the amount of \$3,300.00 for that month. |
| 32. | Section 1, Request for Services, Subsection 1.5, Mandatory Responses to RFA, Question 3 a) If we are requesting funding to support multiple emergency shelters, do we need to submit a separate application for each shelter? b) Or can we submit a single application that details each shelter's information in 1.5.Q3? | a) No. b) One application detailing each program.. |
| 33. | Section 1, Request for Services, Subsection 1.5, Mandatory Responses to RFA Questions. Can an agency apply for case management only funding now and prospectively apply for emergency shelter | Yes. |



| No. | Question | Answer |
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| | services knowing that the later will be available within the next 12 months? | |
| 34. | Section 1, Request for Services, Subsection 1.5, Mandatory Responses to RFA Questions. Do we state how our funds will be spent? | This RFA does not require vendor budgets. The state reimbursement for services through this RFA can be distributed by the agencies in any way that supports their program. However, vendors applying for Case Management Services only must indicate the intent to apply for funding for those services only prior to answering the 3 mandatory questions. |
| 35. | Section 1, Request for Services, Subsection 1.5, Mandatory Responses to RFA Questions, Q3 Please give us an example of what “amenities” are in an emergency shelter. | Amenities refer to low barrier allowances such as food plan, shower access and transportation, etc. |
| 36. | Section 1, Request for Services, Subsection 1.5, Mandatory Responses to RFA Questions, Q3 a) Do organizations providing Case Management Services Only have to respond to Q3? b) If so, in what way, since there may or may not be a shelter in our catchment area? | a) Yes. b) Please refer to your local community involvement programs. Agencies providing case management services only may wish to reach out to other shelter directors to ask about processes. |
| 37. | Section 3, Application Process, Subsection 3.2 Application Content, | See Paragraph 3.2.3 |



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| | Paragraph 3.2.3. For whom does a CV or resume need to be provided? | |
| 38. | Section 3, Application Process, Subsection 3.2 Application Content, Paragraph 3.2.4 Please detail what licenses, certificates and permits the State requires to be submitted with the application. | HMIS certificates for data entry is applicable, as well as Certificates of Good Standing and Certificates of Insurance, as required. |
| 39. | Section 3, Application Process, Subsection 3.2 Application Consent, Paragraph 3.2.6. When you say 3 references for the Applicant - is the applicant the agency or the Executive Director, personally? | The agency. |
| 40. | Section 3, Application Process, Subsection 3.2 Application Content, Paragraph 3.2.7 Is there any particular format you require applicants to use for the Conflict of Interest Statement? | No. |
| 41. | Section 3, Application Process, Subsection 2, Application Consent, Paragraph 3.2.7 If there are no potential conflict of interest | Please state not applicable in response to the request, if appropriate. |



| No. | Question | Answer |
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| | affiliations is it necessary to state that or is it sufficient to simply not include anything in our response? | |
| 42. | <p>Section 3, Application Process, Subsection 3.2, Application Content, Paragraph 3.2.8</p> <p>We have Reviewed Financial Statements, not Audited Financial Statements, as our budget is not big enough to require them.</p> <p>a) Do we need to send in anything other than the Reviewed Statements?</p> <p>b) Do we need to send copies of our 990 as well?</p> | <p>a) See Subparagraph 3.2.8.5.</p> <p>b) No.</p> |
| 43. | <p>Section 3, Application Process, Subsection 2, Application Consent, Paragraph 3.2.8</p> <p>Is there a separate letter that should accompany the financial statements for the 4 (four) most recently completed fiscal years?</p> | <p>The RFA does not require a separate sheet accompany the financial statement for the four (4) most recent fiscal years.</p> <p>None needed.</p> |
| 44. | <p>Section 3, Application Process, Subsection 3.2 Application Content, Paragraph 3.2.8.5</p> | <p>If a certification of audit of financial statements is not available, then uncertified financial statements with a certificate of authenticity, as described in Parts 3.2.8.5.1 and 3.2.8.5.2, are</p> |



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| | Does this statement mean vendors are not required to obtain a certification of audit for this contract? | acceptable in response to the RFA . |
| 45. | Appendix C Can the Department provide a list or recommend telephone interpreter services? | The Department cannot make recommendations for telephone interpreter services. |
| 46. | General Is there no longer a match requirement for SGIA? | No match requirement. |
| 47. | General Can the budget include basic needs for those individuals that case management services are being provided to? | There are no budgets being requested through this RFA. |